CLAIMS

I claim:

1   1.   An efficiency report generator comprising:

2   logic configured to receive a first work statistic of a first operator from a first

3 computing element, wherein the first work statistic is generated by the first computing

4 element using a first entry code that is associated with the first computing element;

5   logic configured to translate the first entry code into a second entry code that

6 is associated with the efficiency report generator;

7   logic configured to store the first work statistic as a first entry of a database of

8 the efficiency report generator, wherein storing is carried out using the second entry

9 code;

10   logic configured to receive a call statistic from a communication switch;

11   logic configured to store the call statistic as a second entry of the database of

12 the efficiency report generator;

13   logic configured to process the first and second entries of the database of the

14 efficiency report generator to generate a first efficiency parameter; and

15   logic configured to generate an efficiency report incorporating the first

16 efficiency parameter.

1   2.   The efficiency report generator of claim 1, wherein storing the call statistic as

2 a second entry of the database of the efficiency report generator is carried out using

3 the second entry code that is associated with the efficiency report generator.

1   3.   The efficiency report generator of claim 1, further comprising:

2   logic configured to receive a second work statistic of a second operator from a

3 second computing element, wherein the second work statistic is generated by the

4 second computing element using a third entry code that is associated with the second

5 computing element;

6   logic configured to translate the third entry code into the second entry code

7 that is associated with the efficiency report generator; and

8   logic configured to store the second work statistic as a third entry of a database

9 of the efficiency report generator, wherein storing is carried out using the second

10 entry code.

1   4.   The efficiency report generator of claim 3, further comprising:

2   logic configured to process the first and third entries of the database of the

3   efficiency report generator to generate a second efficiency parameter; and

4   logic configured to generate the efficiency report incorporating the second

5   efficiency parameter.

1   5.   The efficiency report generator of claim 4, wherein storing the call statistic as

2   a second entry of the database of the efficiency report generator is carried out using

3   the second entry code that is associated with the efficiency report generator.

1   6.   The efficiency report generator of claim 1, further comprising:

2   means for receiving a second work statistic of a second operator from a second

3   computing element, wherein the second work statistic is generated by the second

4   computing element using a third entry code that is associated with the second

5   computing element;

6   means for translating the third entry code into the second entry code that is

7   associated with the efficiency report generator; and

8   means for storing the second work statistic as a third entry of a database of the

9   efficiency report generator, wherein storing is carried out using the second entry code.

1   7.   A method of generating an efficiency report, the method comprising:

2   obtaining a set of switching statistics from a database of a communications

3   switch;

4   obtaining a set of work statistics of at least one operator in a call center; and

5   generating an efficiency report by integrating the set of switching statistics to

6   the set of work statistics.

1   8.   The method of claim 7, further comprising:

2   generating a call-related quantity-parameter from the set of switching

3   statistics;

4   generating a call-related quality-parameter based on the set of work statistics

5   of the at least one operator; and

6   generating the efficiency report by integrating the call-related quantity-

7   parameter with the call-related quality-parameter .

1   9.   The method of claim 8, wherein the communications switch is a POTS switch

2   located in a telephone central office, and wherein the set of switching statistics

3   comprises telephone call statistics contained in the database of the POTS switch.

1   10.   The method of claim 9, wherein the efficiency report includes at least one of a

2   work volume information, a work time information, and a work scheduling

3   information.

1   11.   The method of claim 7, wherein the communications switch is a packet switch

2   in a data network, and wherein the set of switching statistics comprises switch usage

3   information contained in the database of the communications switch.

1   12.   The method of claim 11, wherein the efficiency report includes at least one of

2   a work volume information, a work time information, and a work scheduling

3   information.

1   13.   The method of claim 7, wherein the communications switch is a server of a

2   client-server data network, and wherein the set of switching statistics comprises

3   switch usage information contained in the database of the communications switch.

1   14.   The method of claim 13, wherein the efficiency report includes at least one of

2   a work volume information, a work time information, and a work scheduling

3   information.

1   15.   The method of claim 7, wherein generating the efficiency report comprises

2   translating a first entry code of a first database to a second entry code of a second

3   database.

1   16.   The method of claim 7, wherein generating the efficiency report comprises

2   interpreting a first entry code of a first database and translating the interpreted result

3   into a second entry code of a second database.

1   17.   An efficiency report generator stored on a computer-readable medium, the

2   system comprising:

3   computer-readable code that configures the system to receive a first work

4   statistic of a first operator from a first computing element, wherein the first work

5   statistic is generated by the first computing element using a first entry code that is

6   associated with the first computing element;

7   computer-readable code that configures the system to translate the first entry

8   code into a second entry code that is associated with the efficiency report generator;

9   computer-readable code that configures the system to store the first work

10   statistic as a first entry of a database of the efficiency report generator, wherein

11   storing is carried out using the second entry code;

12   computer-readable code that configures the system to receive a call statistic

13   from a communication switch;

14   computer-readable code that configures the system to store the call statistic as

15   a second entry of the database of the efficiency report generator;

16   computer-readable code that configures the system to process the first and

17   second entries of the database of the efficiency report generator to generate a first

18   efficiency parameter; and

19   computer-readable code that configures the system to generate an efficiency

20   report incorporating the first efficiency parameter.

1   18.   The system of claim 17, wherein storing the call statistic as a second entry of

2   the database of the efficiency report generator is carried out using the second entry

3   code that is associated with the efficiency report generator.

1   19.   The system of claim 17, wherein the communication switch is a POTS switch

2   located in a telephone central office, and wherein the call statistic comprises a

3   telephone call statistic contained in a database of the POTS switch.

1   20.   The system of claim 18, wherein the first work statistic is at least one of a

2   work volume information, a work time information, and a work scheduling

3   information.